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DATE January 25, 2005

Bingham McCutchen LLP
1900 University Avenue
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	NAME	FAX	PHONE
TO	Examiner M. Delgado United States Patent and Trademark Office	703-872-9306	703-305-8057

650.849.4400
650.849.4800 fax

FROM	Saina S. Shamilov saina.shamilov@bingham.com	(650) 849-4800	(650) 849-4400
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bingham.com

PAGES (INCLUDING THIS COVER PAGE): 12

Boston
Hartford
London
Los Angeles
New York
Orange County
San Francisco
Silicon Valley
Tokyo
Walnut Creek
Washington

RE U.S. Application Serial No. 09/593,978
 Entitled: APPARATUS AND METHOD FOR COMPANY REPRESENTATIVES TO
 MONITOR AND ESTABLISH LIVE CONTACT WITH VISITORS TO THEIR WEBSITE
 Inventor: Manu Kumar
 Filed: June 13, 2000
 Our File No. EPI-023 US (7008082001)

MESSAGE

Certificate of Mailing/Transmission (37 C.F.R. § 1.8(a)):

[X] Pursuant to 37 C.F.R. § 1.6(d), I hereby certify that this paper and all enclosures are being sent via facsimile on the date indicated below to the attention of Examiner M. Delgado at Facsimile No. (703) 872-9306.

Dated: January 25, 2005

Name of Person Certifying:

Printed Name: Sheila Badon

Enclosed:

- Transmittal (1 p);
- Fee Transmittal (1 p);
- Petition for Extension of Time (1 p);
- Response to Office Action (8 pp).

For transmission problems, please call (650) 849-4825

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PTO/S&Z/1 (08-03)

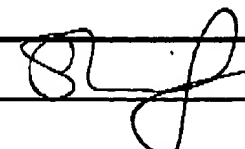
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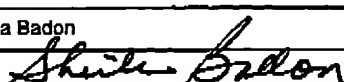
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TRANSMITTAL FORM (to be used for all correspondence after initial filing)		Application Number	09/593,978
		Filing Date	June 13, 2000
		First Named Inventor	Manu Kumar
		Art Unit	2144
		Examiner Name	M. Delgado
Total Number of Pages in This Submission	12	Attorney Docket Number	EPI-023 US (7008082001)

ENCLOSURES (check all that apply)		
<input checked="" type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment / Reply (10 pgs). <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input checked="" type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/ Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) ____	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): Fax Cover Sheet to Examiner
Remarks		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual name	Bingham McCutchen LLP
Signature	Saina S. Shamilov, Reg. No. 48,266 
Date	January 25, 2005

CERTIFICATE OF MAILING			
I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.			
Typed or printed name	Sheila Badon	Date	January 25, 2005
Signature			

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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PTO/SB/17 (10-04v2)

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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**FEE TRANSMITTAL
for FY 2005**

Effective 10/01/2004. Patent fees are subject to annual revision.

☐ Applicant claims small entity status. See 37 CFR 1.27**TOTAL AMOUNT OF PAYMENT** (\$) 120

Complete if Known

Application Number	09/583,878
Filing Date	June 13, 2000
First Named Inventor	Manu Kumar
Examiner Name	Michael Delgado
Art Unit	2144
Attorney Docket No.	EPI-023 US (7009082001)

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JAN 25 2005

METHOD OF PAYMENT (check all that apply)				FEE CALCULATION (continued)																																																																																																																																																																																	
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*or number previously paid, if greater; For Reissues, see above

Other fee (specify) _____

*Reduced by Basic Filing Fee Paid

SUBTOTAL (3) (\$) 120

SUBMITTED BY		Complete if Applicable			
Name (Print/Type)	Saina S. Shamilo	Registration No. (Attorney/Agent)	48,286	Telephone	650-849-4400
Signature		Date	January 25, 2005		

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Appl. No. 09/593,978

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CENTRAL FAX CENTER****JAN 25 2005****PATENT
Docket No. EPI-023 US
7008082001****Certificate of Mailing/Transmission (37 C.F.R. § 1.8(a)):**

I, Pursuant to 37 C.F.R. § 1.6(d), I hereby certify that this paper and all enclosures are being sent via facsimile on the date indicated below to the attention of
Examiner Michael S.A. Delgado at Facsimile No. (703) 872-9306.

Dated: January 25, 2005

Name of Person Certifying: Sheila Badon

Printed Name: Sheila Badon

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Serial No.: 09/593,978
Applicant: Manu Kumar
Assignee: E.piphany, Inc.
Filing Date: June 13, 2000
Title: APPARATUS AND METHOD FOR COMPANY REPRESENTATIVES TO MONITOR
AND ESTABLISH LIVE CONTACT WITH VISITORS TO THEIR WEBSITE

Examiner: Michael Delgado
Group Art Unit: 2144
Attorney Docket: EPI-023 US (7008082001)

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO OFFICE ACTION

Dear Sir:

In response to the Office action mailed on October 22, 2004, please amend this application as follows.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 6 of this paper.

This response is accompanied by a petition for a one-month extension of time to extend the period to respond to the Office Action to February 22, 2005, and to charge the appropriate fee under 37 CFR § 1.16 and § 1.17.

PA/52145431.1/2024489-7008082001